



Provider Communication

Subject: Financial Summary Report to Aid Account Reconciliation	Priority: High
Date: October 17, 2003	Message ID: ACSBNR-10172003-1

Dear Provider:

DCH and ACS recognize the difficulties you have encountered reconciling prospective payments issued by ACS since April 1, 2003. In an effort to assist you with the initial reconciliation process, ACS will produce a Financial Summary report. In addition, ACS will appoint knowledgeable and dedicated personnel to assist you with inquiries regarding the payment information reflected on the report.

The Financial Summary report, detailing activity at the payee level, will be issued in mid to late October. The initial report will display history from April 1, 2003 through the date of release. After initial reports are released, a follow-up will be provided in late November or December.

Using this report, you will be able to:

- Verify the 2003 taxable amount prior to receiving the year end 1099
- Provide a means to track outstanding accounts receivable balances on a weekly basis
- Verify receipt of checks/EFT payments received

If you have questions after you receive this report, please contact the ACS Provider Inquiry Unit at 404-298-1228 (metro Atlanta) or 1-800-766-4456 (toll free).

In addition, a special unit is available to help you with 1099-related issues. A Provider Inquiry Unit customer service representative will transfer you to a member of this special unit if needed.

If problems are identified with the information on your 1099, the special unit team member will forward your inquiry to a dedicated Financial Summary Resolutions Team member.

The financial team member will be the point of contact for you until the issue regarding the Financial Summary report is resolved.